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Information for Social Change

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so simple and clear English is preferable. Articles should, where possible, be between 500 and 2500 words. This is to ensure a wide coverage of topics in each issue. However longer articles may be excerpted in the journal and the full text made available from the author(s), if you wish. We also welcome reviews, letters and news items.

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Minorities need tailored services

"Mainstream social care services must be designed around the needs of black and minority ethnic users, senior social services figures have been told.

Ratna Dutt, director of the race equality agency REU, warned delegates at the conference on quality in social care that black communities needed access to race-sensitive mainstream services as well as more focussed specialist provision.

She expressed outrage that... social and health services were still treating race issues as an afterthought, despite years of expressing good intentions."

- *Community Care* No. 1331 20-26 July 2000, p. 4

Editorial: *Combating racism in library and information services*

It is generally accepted today that the needs of Black [1] communities are not being met by public libraries. This is shown, for example, by Roach & Morrison [2] who concluded that the "public library service has not yet managed to engage fully with ethnically diverse communities (and that) there is a lack of clear vision and leadership on ethnic diversity and racial equality matters within the public library service". Similar conclusion was reached by the Stephen Lawrence Inquiry [3] for local government services as a whole. More recently, this point of view was confirmed by the Social Exclusion Unit [4] which concluded that "people from minority ethnic communities are at disproportionate risk of social exclusion (and that) racial discrimination plays an important role in the disproportionate social exclusion experienced by people from minority ethnic communities".

Similarly, Black library and information workers are not allowed to play any significant role in deciding, implementing (except at the lowest level) and monitoring policies. The serious nature of the problem is reflected by the fact that out of over 25,000 personal members of the Library Association, only 1.2% - i.e. 286 individual members - are of African, Caribbean or Asian background. Even more worrying, only 3 Black members earned over £27,000 p.a. (Khan, 2000 [5]). What this means to individual Black members is reflected in one of the contributions in this issue of *Information for Social Change* - Case Studies and Comments. Going by some recent publications and some of the articles in this issue, the situation in the USA, although marginally better, is not one to give hope that the concerns are seriously being addressed by those in power in the LIS sector in UAS either.

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1 The term Black is used in its political sense to include all people from Africa, Asia, and the Caribbean and all those who consider themselves Black. It includes those born in Britain but whose parents or grandparents came from Africa, Asia or the Caribbean. It is meant to highlight aspects that unite people on the basis of their common history of oppression. The term often used in the USA is "People of Color". The TUC, Unison and many other progressive organisations have Black sections today. The term 'ethnic minority ' is used less today because of its association with marginality. The debate about what name to use is not over yet and an appropriate term will evolve in the course of the struggle for equality. It is the people themselves who will ultimately decide what to call themselves.
2 Roach, Patrick and Morrison, M (1998), Public libraries, ethnic diversity and citizenship. (British Library Research and Innovation Report 76). Coventry: CEDAR, University of Warwick.

3 Stephen Lawrence Inquiry: Report of an inquiry by Sir William Macpherson of Cluny (1999). The Home Office. Cm 4252-1.

4 Social Exclusion Unit (2000), Minority Ethnic Issues in Social Exclusion and Neighbourhood Renewal; A guide to the work of the SEU and the Policy Action Teams so far.

5 Khan, Ayub (2000) Stamping out institutional racism. Library Association Record 102(1) pp. 38-39.

Yet there is no lack of ideas and actions for addressing this social injustice. The CRE standards [6] provide an excellent tool to struggle against racial discrimination, as shown by Susan White in her contribution in this issue. These Standards have been around for a long time, yet they have made no overall difference on the ground. At the same time, there are a number of other studies, reports, guidelines and recommended action that can help to change the situation, as shown in the "Combating racism checklist" reproduced in this issue. Yet, as the reports on the last two years' Annual Library Plan indicate, social exclusion has not been addressed adequately by most library authorities. Similar conclusion is reached by the research of the Public Library Policy and Social Exclusion Project. [7]

To make matters worse, there is a lack of forum where racial discrimination in public library service can be debated and possible solutions discussed. Few, if any, Black Library worker groups with significant power exist. Few, if any, authorities have mechanism to consult, in a meaningful way, Black communities and Black LIS workers so that they can influence library policy, monitor implementation and ensure that the outcomes meet their needs. No journals or books exist to document the struggles of Black communities and workers for justice. The profession as a whole, dominated by white, male, middle class power-holders seem to have decided that if they do not acknowledge that there is injustice and discrimination in the service they provide, the problems will disappear.

It is for this reason that *Information for Social Change* is devoting this issue to combating racism in library and information services. What we need desperately today is an open debate about what the problems are and a discussion of new ideas on how to address these problems. Many authorities and individuals are already doing much to address the issue, as shown by some articles in this issue. We hope this issue of *information for Social Change* will help to carry this discussion to a higher level. The joint LINK-ISC Conference in November will provide another opportunity to come together and look at more creative and innovative ways of eliminating racism from the society.

"Change, like death, is inevitable", Karimi Nduthu, a Kenyan freedom fighter [8] said. It remains to be seen if we, as a profession, change willingly and remain in control of the new agenda - otherwise forces of social change will surely drag us to a new, just and "equal" society.

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[6] Commission for Racial Equality (CRE, 1995, revised 1998) *A standard for racial equality for local government; Racial equality means quality; a standard for racial equality for local government in England and Wales.* London:CRE.

[7] *Open to All? The Public Library and Social Exclusion* (2000), Report of the "Public Library Policy and Social Exclusion". Volume 1: Overview and Conclusions (Draft), June 2000. Leeds: School of Information Management, Leeds Metropolitan University.

[8] See *Karimi Nduthu: a life in the struggle.* 1998. London:Vita Books. ISBN 1-869886-12-7.

Note:
In the spirit of allowing all forms of diversity to flourish, the spellings in the original contributions are left as they were submitted by the contributors. It is only in such a spirit of tolerance and mutual respect that genuine solutions to racism can be found.

Susan White [9]: *Using CRE standard to combat racism in library services*

- **Race** "a group or division of persons, animals, or plants sprung from a common stock; a particular ethnical stock (as the Caucasian, Mongolian etc.); a subdivision of this, a tribe, nation or group of peoples distinguished by a less important difference; a clan, a family, a house (Concise Oxford English Dictionary).
- **racialism** "antagonism between different races" (Concise Oxford English Dictionary
- **racism** " belief in the inherent right of one race to rule over another" (Concise Oxford English Dictionary) or
- **racism** "race hatred, rivalry or feeling (Chamber's Twentieth Century Dictionary)
- **bully** " to treat in a tyrannical manner; to tease, oppress, terrorise (Concise Oxford English Dictionary

That racialism exists in the UK is beyond doubt. Antagonistic encounters between races and nationalities are a regular occurrence both here and abroad. Many people report behaviour from strangers, neighbours and colleagues that they feel is a direct result of racism. These behaviours would be defined as bullying if experienced between people of the same race. The long term physical and mental impact of bullying and racism is finally being accepted and serious measures introduced to combat it.

Shropshire County Council have a Dignity and Respect at Work policy aimed at combating bullying. The definition of bullying in the policy includes the provision that a person who perceives actions as bullying is, in fact, being bullied. In other words the person who defines certain behaviour as bullying is the victim, not the perpetrator or society. The Policy provides a support mechanism for victims of bullying and procedures to enable them to receive the dignity and respect at work that everyone is entitled to. These procedures challenges the behaviour of the accused, making clear the possible disciplinary measures, while also maintaining their individual rights to dignity and respect. This definition of bullying also applies to racism. The victim of racism is the person who believes that they are subject to racist acts not the individual or group with the particular behaviour, or even society, or the community which observes from a distance.

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9 Susan White, Equal Access Librarian, Shropshire Libraries, Vice Chairman, SPICE (Specialist Provision in Community Languages and English) West Midlands.
The views expresses in this article are the authors own.

We as librarians are very proud of the fact that we are not censors, that we respond to the demands of our customers when developing the collections so that they represent the needs of the communities using our libraries. There is the danger of complacency when the local community is predominantly from one race, used in the widest sense of the word as defined above. There is a risk in this case that collections and services will be dominated by the needs, wishes and demands of the majority. Minority groups within the locale often identify their "special" services as merely tokenism and recognise the fact that just as they are marginalised from mainstream society, so are the services they receive. Minority communities should be forgiven for feeling that this is another example of the majority race " belief in the inherent right of one race to rule over another" or racism. As shown in the research by Roach and Morrison [10] these communities often look to other means of provision for their information and reading needs.

We live in times of budget constraint, increasing demands on staff and resources, and marginalised services for minority communities. How can service provision be planned and delivered in a way that ensures equality of service, demonstrates and promotes a multicultural society and enables the community it serves to have a voice in development of appropriate services? This is a question of particular interest in Shropshire with a very small number of minority ethnic communities which do not have a loud voice either collectively or individually. Enter the Commission for Racial Equality (CRE) standard.

The CRE standard "..aims to bring equality into mainstream of local government by providing a common standard based on quality, with which to identify and acknowledge achievement made, and to plan systematically for improvement. The standard is a mechanism for self- assessment and forward planning".[11] The standards require policies developed from a commitment to equal opportunities from the corporate level down to the front line service. Individual services have to have in place policy documents and service level agreements that reflect their communities demographics and corporate planning. Councils are expected to act as champions of good practise in the community they serve. The procedures developed from these policies are monitored and evaluated with on-going consultation with all groups in the community. Performance targets and appraisal systems ensure that managers are operating the polices and procedures as laid down , therefore not relying on an individual's commitment.

Senior and middle managers are required to demonstrate equality of opportunity in both planning and delivery of service. Grievance and disciplinary procedures monitoring ensure that equal opportunities policies are adhered to. This ensures that even if an individual is racist they realise that

[10] Roach, P and Morrison, M   Public libraries, ethnic diversity and citizenship. 1998, British Library Board, London, 0948303743.

[11] CRE Racial equality means quality: a standard for racial equality for local government in England and Wales. 1995, Commission for Racial Equality, London, 1854421611.

their personal belief systems will not be allowed to affect the way they manage either services or people.

The Standard has particular benefits to offer library workers and services. We have to show that our services are available equally to all community groups, that they are developed in line with the services wanted by their communities rather than based on assumptions of need. This responsibility starts at the corporate level thus ensuring equality of service falls on many shoulders rather than just one or two "specialists".

The "glass ceiling" is a major issue for many black librarians. As in racism or bullying, the perception that there is a "glass ceiling" means that it exists. If the perception is that a black librarian will never achieve promotion above a certain grade or outside "special services", the effect is many do not even apply for those posts beyond the "glass ceiling". The CRE standards require that employment is monitored from application form, through interview and onto appointment. Monitoring of training, and tracking through promotion and development opportunities will identify when and if a "glass ceiling" exists. Positive action such as mentoring schemes, support groups and secondments should provide development opportunities outside the range provided by working in "special services". Finally, exit interviews will identify the reality of the culture of a library service as experienced by all departing employees. Appropriate mechanisms can then be put in place at any stage of the monitoring process to combat racism and discrimination.

My own experiences as a woman and as someone who has experienced bullying helps me to empathise to a degree with a person who has experienced racism. I have been accused of being racist merely because my surname is "White" and that minor experience of racism from many years ago has left a lasting impression on me. I recognise, however, that I can never totally understand how it feels to experience societal attitude and racist behaviour on a daily basis. I feel that the CRE standards are a vital tool in eliminating the effects of racism in library services in the UK for both our customers and our colleagues. By using the CRE standard to change corporate cultures, by challenging unacceptable behaviour and supporting and developing equality of services and opportunities we can all make a difference.

Glennor L. Shirley[12]: *Response to Diversity*

Baltimore County Public Library (BCPL), with its philosophy of *"Give 'em what they want"*,[13] took major steps to confront the challenge of providing services for and in a demographically changing community in 1998. The factors that

[12] Manager, Randallstown Library. Baltimore County Public Library. USA.

13 The Baltimore county Public Library's Blue Ribbon Committee: The Public Administration Series. Give 'em what They Want! : Managing the Public Library (Chicago, American Library Association, 1992)

led to BCPL's decision to proactively promote behaviors that addressed the issue of diversity were:

The County's demographic trend showed a declining European based population while there was a significant increase among non- Europeans.

The Demographic and Socio-Economic Outlook- Baltimore County[14]

Population	1970	1980	1990	1995	2000	2005	2010
White	599,027	590,283	589,346	580,100	567,560	553,310	543,330
non-white	22,050	65,332	102,788	133,500	159,650	183,190	206,170

The kinds of services required by the users in the areas where the greatest population shift occurred demanded more staff intensive information transaction, yet circulation, the traditional hallmark of the library's success, continued to decline.

The Staff Development Committee of BCPL had begun to receive numerous requests for training to deal with "new users."

The new Library Director, Jim Fish and the Board of Trustees charged BCPL to develop strategies that would result in a workforce more reflective of the diverse community. The Personnel Advisory (PAC) produced a Diversity Workplan Project Report, for creating a more diverse work force. From the onset, it became evident that BCPL needed outside professional help to assess customers and service with regard to diversity. The system hired *Paso Training and Consulting to:*

- Look at BCPL's policies, procedures, customer service, staff relations, and buildings.
- Prepare reports and recommendations on how well BCPL was serving non-traditional customers, and how inclusive the system was regarding staff.
- Design a "train-the-trainer" type diversity training for all staff.
- Customer Service Survey

In December 1998, Paso submitted two reports – *Diversity and Library Services: Recommendations for Institutional Change* and *Assessment of Diversity Training Needs for BCPL Staff.* This was followed by a report[15] that summarized the perspectives of customers of the Randallstown Branch. Randallstown library was selected for the survey because that library had the

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14 Maryland Office of Planning, Planning Data Service. Baltimore County. Demographic and Socio-Economic Outlook. Revised September 1999.

15 BCPL Diversity Project: Report on Library Customers. Prepared for Baltimore County Public Library by Paso Training and Consulting, February 3,1999.

greatest diversity in terms of customers and staff. Of the 682 persons responding to the survey, 49% identified themselves as African-Americans or Black, 26% identified themselves as Jewish, 15% identified themselves as European American. While these were the major groups, a few individuals from each category identified themselves as being native of Trinidad, Nigeria, Eritrea, West Indies, Estonia, Russia, France, Israel, Poland and Ukraine.

Of the other groups, less than 3% identified themselves as Asian American/Pacific Islander, American Indian and Hispanic/Latino. 8 persons identified themselves as bi-racial or multi-racial, while a small number did not specify racial or group identity. The Paso Report stated that older Jewish and European American customers were more likely to use the library for traditional purpose of checking out books and to a lesser extent videos, and read magazines and newspapers. The African American user, however, in addition the above uses, were more likely to use the library as a quiet place to read or study, use the computers for Internet or word processing, and to do research. The Report stated that "African Americans were more likely to ask for a quiet study room, additional staff, and fax services and less likely to want more copies of new fiction; Jews and European Americans more often listed 'more copies of new fiction'."

These reports formed the basis of BCPL's *Responses to Diversity.*[16] Although diversity, as defined by Paso, encompassed age, race, sexual orientation, and class, because racial groups have been the most glaringly historically oppressed, there was emphasis on racism.

Action Plan identified in the *Responses*:
- Form a Diversity Steering Committees to oversee the implementation of the recommendations of the consultants. The Committee would work with branches to identify current diversity initiatives, identify diversity issues, resources and information, and initiate network alliances with outside groups and agencies.
- Form a Diversity Training Subcommittee to work with the consultants to design, select, and train staff for a 'train the trainer' module.
- Ensure a more diverse pool of applicants by employing staffing initiatives that included extending vacancies for longer periods and including wider media, making contacts with local organizations serving groups that would include the diverse population sought.
- Revise Staff Handbook to include language that recognizes and is sensitive to diversity.
- Adjust the Performance Review Process to include wording that emphasizes awareness of diversity issues.
- Consider diversity issues during staff transfer processes.

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16 Responses to Diversity. Report to the Board of library Trustees, Feb. 8, 1999.

Diversity Training

Diversity training for sixteen branches required huge investments in staff time, cost, and scheduling. BCPL's commitment to diversity was manifested in the implementation of this portion of the recommendations.

Twenty-five staff members were given 38 hours of intensive training on being diversity facilitators. We were selected mostly from staff recommendations, with each nominee having to provide written answer to in depth questions on issues regarding diversity. We were given the questions to determine our comfort level with being facilitators in a forum that had the potential for displays of intense emotions. As facilitators we worked in pairs, one European American, and one African American. In addition to the training, we spent an average of 16 hours making preparations for the sessions that were held in 3 regions across the county, over a period of 9 months. The consultants encouraged each pair of facilitators to have frank open discussions on diversity issues regarding their background, experiences, and any topic that may cause discomfiture. For example, I discussed with my partner that I become defensive whenever European Americans say or imply that people of color got jobs because of Affirmative Action. Should this occur in a session, I expected my partner to diffuse the situation. These preparatory discussions were very helpful in preparing us for potential questions, comments, hostility, and possible verbal attacks that could arise during training.

Each trainer received a Training packet containing photocopies of articles on racism. We requested, and received statistics as supporting evidences for some of the arguments we anticipated. The consultants were always available to discuss our apprehension, concerns, and fears, and one consultant stayed with each pair during our first training session. Although they took a secondary role at the training, they willingly stepped in when we needed them during that first session. A BCPL diversity list serv was set up for consultants and trainers. This list serv became a supporting network as many of us used it to ask questions, give suggestions, tell of our successes or challenges during a training sessions, or to inform the group of relevant web sites, readings, events or insights on diversity.

Diversity Training at BCPL started in September 1999 and by December, all full -time, and a significant portion of part-time staff had attended one full day session of training. The second session began in January 2000, lasted a half -day and included showing the film, COLOR OF FEAR. In this film, a group of men from different ethnic backgrounds spent a weekend in intense and frank discussions about race. One outcome from each half-day session was the requirement that participants make recommendations for creating a more equitable workplace. All recommendations will be collated and sent to the Administration to incorporate into their strategic planning.

Although managers attended the general training, as a group, in September 2000, they will have a full day of diversity training The theme of Staff 2000 will be Many Spectrums/One Vision. The goal is to provide an action plan that intentionally recognizes and plans for the demographically changed community.

Our Human Resources Department has been a key element in coordinating the activities around BCPL's diversity initiatives. They have been responsible for:

- Updating the Staff Manual to incorporate languages that recognizes diversity.
- Ensuring that the recruitment practices are in compliance with the responses to diversity.
- Communicating to staff ways in which BCPL is demonstrating commitment to diversity. *Institutionalizing Diversity: Benchmarks in the area of Human Resources* [17] outlines the measures that will be taken to address diversity.
- Communicating to staff the mechanism available for dealing with complaints that have diversity implications.

BCPL and Diversity in Year 2000

Since the training there is heightened awareness particularly among diversity trainers who have become a kind of support group and are very open to discussing diversity issues. Many staff members, both European Americans and African Americans, say that the training has created an awareness of racism which will help them to provide better customer service. Others say they are more comfortable in intervening when they witness aspects of racism. Yet others feel there was and still is no problem.

Our Marketing Department is more responsive to including diversity in its calendars, advertisements, and programs. Materials Selection Department has embraced diversity in its collections outlining specific action that the department will take to ensure diversity [18]. A consequence of this is the addition of collections in Spanish and Korean and appropriate signage, in the communities that have a large number of these ethnic groups.
The system wrote a grant that sought funds to add more computers at the Randallstown library, where customers use the computers for word processing.

Individual Branch libraries display and label materials based on the community and cultural interest. For example, at Randallstown, books on African Heritage themes or by authors of African heritage, are labeled, and there is a permanent display of African heritage titles. At Woodlawn, another predominantly African American community, there is an African American collection. While labeling and special collections are not widespread in the county, they have received affirmative responses among the African American, Korean, and Latino users.

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17 Mantegna, Jean. Institutionalizing Diversity: Benchmarks in the area of Human Resources. BCPL Library Memorandum # 2000-028. August 2, 1999.

18 Wisotzki, Lila, Institutionalizing diversity: Materials selection embracing diversity in collections. BCPL Library memorandum # 2000-100, October 29, 1999.

The system has developed an Intranet Diversity web page that invites questions, and comments, includes the diversity calendar, and the BCPL Mission Statement and Values.

Spreading the word
At the Maryland Library Association Conference 2000, BCPL's Diversity consultants, the Assistant Director, and four training facilitators hosted a workshop on BCPL's diversity initiative[19]. At this workshop, two of our African Americans and two European American diversity facilitators spoke about the impact of our diversity training. The frank open and discussion about initial concerns on being trainers among their colleagues, and their own personal growth and development during the process, was very poignant. At the workshop they answered many questions from the attendees who praised them for their courage in telling their personal stories about diversity and racism. Those of us from the BCPL staff who attended the workshop were proud of our colleagues who did the presentation, and even more proud of our organization, BCPL, for taking such a proactive role.

While Baltimore County Public Library acknowledges that there is no 'quick fix' to diversity and racism, they realize that their diversity initiatives make good business practice for a system that is committed to its philosophy to "*Give 'Em what they want.*"

Sterling Coleman, Jr.[20] *On Combating Racism In Academic Librarianship*

Abstract:
This article address the problem of racism as it exists in academic librarianship and proposes solutions towards combating its negative effects upon the lives and careers of those librarians who are People of Color.

The Problem That Is Racism
Racism is the single greatest threat to the advancement of People of Color (POC) within the field of academic librarianship. It exists everywhere and comes in many forms—some subtle, racial misconceptions or ethnic comments taken out of context—and some not so subtle, racial slurs or physical attacks. Racism

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19 Diversity: Recognizing cultural Differences. A presentation to Maryland Library Association 2000 Conference, May 11, 2000.

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can also negatively affect an individual's opportunities to gain tenure and promotion, obtain staff development, and receive positive performance appraisals to name a few. The purpose of my article is not to lament the plight of POC within racist academic environments, but to provide them with possible solutions to challenging racism in their work environments. My solutions for dealing with racism in academic librarianship are four fold: (1) Form a support group; (2) Push for a dialogue on the issue of race in the workplace; (3) Join library and university committees that are involved with diversity, recruitment, and selection of library personnel; and (4) Be true to yourself. These solutions will be further explored and examined in the rest of this work.

(1) Form a support group

I am currently one of five African-American library residents at Auburn University in the United States of America. Our residency program allows us to learn about the overall operations of an academic library on a department-by-department basis while we serve as non-tenure track faculty for a two-year period of time. In lieu of our new positions, we have formed an informal support group called the BLWA—Black Librarians With Attitude. We meet on a regular basis—once a month at a restaurant during lunchtime—and we talk about our experiences on the job, issues that are important to us, and our concerns, plans, and hopes for the future. Because our university has an efficient office e-mail system, we often keep each other abreast of job opportunities, call to papers, research proposals and grants, staff development training sessions, upcoming conferences and meetings—anything that we feel may be of interest to each other. In spite of our differences, we respect each other, look out for one another, and support each other when needed. For want of a better way of putting it, we are our brother and sister's keeper.

Whether you are a library page or a library director, as a Person of Color you owe it to yourself and to any fellow POC on the staff to communicate with them and help them when needed. A support group will allow you to more effectively achieve that end. It doesn't have to be formal or meet on a regular basis; but it does have to have an open line of communication which will allow all parties concerned to reach out and share their experiences with the group as a whole. By sharing one's experiences with not only members of one's own racial or ethnic group but also with other POC who may be on the staff; an individual may be able to identify with the needs of others, and understand their fears and concerns as it relates to their careers. A support group can provide a positive venue for the venting of frustrations; create a networking system for academic, personal and job related opportunities; and allow a Person of Color to approach their daily experiences on the job with the comfort of knowing that they are not alone. Regardless of who you are or what you do, you *are* your brother and sister's keeper!

(2) Push for a dialogue on the issue of race in the workplace

Without an honest and meaningful dialogue on the issue of race in the workplace, nothing will change—and I would venture to say that the racial climate of the work environment could get worse. Racism—like sexism and homophobism—grows out of a seed of mistrust and misunderstanding between

two or more groups of people who are different from each other, do not regularly interact, and fails to understand the other's needs.

Evan St. Lifer and Corinne Nelson[21] explored this issue in their article "Unequal Opportunities: Race Does Matter" in *Library Journal* as they asked the question: "Are whites and minorities looking at the same picture? Librarians of color see a major problem; whites do not. 'Whites are going to say [racism] is not a problem, that's understandable,' said [Teresa] Neely, an African-American librarian from the University of Pittsburgh. 'It's more institutionalized so people don't realize they're perpetuating racist characterizations. When it gets to be about the fact that something has always been done a certain way, or when someone comes up to you and says, 'This is the first time I've ever worked with a black librarian' and they have misconceptions...I think it's really interesting.'

What is missing from this situation, however, is dialogue - a meaningful conversation between two or more people on the issue of racism in the work environment.

As a member of my library's Diversity Committee, I presented to the Dean of our library a proposal for a day of racial dialogue that could be openly attended by all members of the university faculty, students, and staff. While my proposal was rejected as being too ambitious for the interests of the library alone, it was turned over to the campus Office of Multicultural Affairs where a decision to have this event is still pending.

While a dialogue session can be formal, it can also be an informal affair as well - a small group of co-workers/friends from different racial groups meeting after hours and talking to each other about race relations at the job site. The greatest problem that one will confront in these dialogue sessions will not be in finding participants for the dialogue, but in finding an impartial individual to serve as a moderator for these sessions. The position of moderator is not one to be taken lightly. A great deal depends upon finding a good moderator who can set the ground rules for a discussion and keep them; temper a dialogue so all parties can be heard; and concerns can be addressed, and help the group arrive at practical solutions that can be applied in the workplace.

There are numerous examples of successful dialogue sessions and strategies for conducting these sessions that exists today. Khafre Abif and Teresa Neely's book, *In Our Own Voices: The Changing Face of Librarianship* and the White House's website on race relations in America entitled *Building One America For The 21st Century* at http://www.whitehouse.gov/Initiatives/OneAmerica/america.html. are two examples of resources, which provide information about private, public, and academic efforts to address racism in a wide variety of forums ranging from town meetings to a small group of friends.

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21 St. Lifer, Evan and Nelson, Corinne. "Unequal Opportunities: Race Does Matter" Library Journal (November 1, 1997): 43

As a Person of Color one may be criticized or ostracized by one's manager or fellow co-workers for even suggesting that such a dialogue take place - let alone, for submitting a formal proposal for such an event. When faced with this opposition one should ask this question: *What good is it for me to have a job, if I do not feel comfortable enough in my work environment to enjoy it?*

(3) Join committees that are involved with diversity, recruitment, and selection of library personnel

Among the many duties and obligations that librarians have in a university environment, they are required to serve on library and university committees. As a Person of Color one should endeavor to serve on a committee that directly or indirectly affects the diversity, selection, or recruitment of faculty and staff to not only the library but also to the university as well. It must be noted though that one should be wary of falling into this scenario: "Talk to African American or Hispanic librarians in academe about how many committees they're on,' said Kathleen de la Pena McCook, a Latina librarian from the University of South Florida "Being weighed down by the committee stuff precludes them from working: on career enhancing things, like conducting research or publishing - crucial aspects of the tenure process. Thus for many minorities, there is no happy medium: they either feel excluded or included to such excess that it comes at the expense of their career growth."[22]

As a member of my library's Diversity Committee and Selection Committee, I have found myself advocating for lecture programs and speaking engagements on the issue of race relations in librarianship; and exploring other media - listservs, journals, and mailing lists geared towards racial and ethnic groups - to advertise job openings in our library system. Whether or not my actions will lead to a greater awareness and presence of more People of Color at my university's library, remains to be seen. However, it is a start towards creating an environment that more closely reflects the changing face of librarianship today.

By serving on these committees, one has the opportunity to not only create meaningful and positive change within their own working environment (Selection/Recruitment Committee), but also offer to others an opportunity to examine and interact with members of a race or culture with which they are not familiar (Diversity Committee). If a Diversity Committee does not exist in your library system, lobby to create one and lead that committee. Only through awareness and understanding can real progress be made in combating racism in academic librarianship.

(4) Be true to yourself

Always remember that only you can make you happy! In William Shakespeare's *Hamlet* Act One, Scene Three, Polonius offers to his son, Laertes, a good piece of advice on how he should conduct himself in Paris: "This above all: to thine own self be true." As a Person of Color one represents not only himself or herself but also - in the eyes of the majority - the rest of their racial and ethnic group as well. How you conduct yourself in your day-to-day transactions has a

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22 Ibid.,: 44

direct bearing upon your character. Be a person of character as opposed to being a character.

Always carry yourself with dignity, pride, and professionalism. One should always take pride in their work regardless of what task is being performed. Fight for what you believe in and never be afraid to let others know where you stand on a given issue - whether its in a committee meeting or the staff lounge. If it is true that character is forged through adversity, then we as People of Color should possess it in ample quantities. One's career and life are synonymous in that it is what you make of it! But always remember that combating racism is a struggle that can only really be decided in people's hearts and minds.

Conclusion

The African-American educator and philosopher, Booker T. Washington in his autobiography *Up From Slavery* once wrote, "The individual who can do something that the world wants done will, in the end, make his own way regardless of race."[23] In an ever-changing world, librarianship and good librarians are truly needed.

As People of Color who are academic librarians, we serve as witnesses to technological changes and clientele changes in our field. The technological changes we have seen are the automation of library services and increases in the speed, availability, and need of our patrons for information. The clientele changes we have seen are our increasing encounter with patrons who are beginning to reflect our own race and ethnicity. We must be prepared to make our way in the world, satisfy the information needs of our patrons, and rise to the challenge of combating an evil that, if left unchecked, could disenfranchise us all.

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Views from Britain: *Case Studies And Comments*

Editorial Note
The voice of Black librarians has been conspicuous by its absence in the debate on racism. When it is raised, it is either within the confines of meetings of Black workers or has to be issued anonymously, so oppressive is the situation for Black workers. *Case Studies and Comments* are anonymous comments about experiences of racism in libraries from 9 Black librarians.

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23 Washington, Booker T. Up From Slavery (New York: Dover Publications, 1995): 75

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They were circulated at the Library Association Conference "Institutional Racism; stamping it out in libraries" at the Library Association, 12 November 1999. *Information for Social Change* reproduces the Case Studies to make them available to a wider readership.

West Indian, Chartered, East London. 18 years experience
There were five black librarians on section 11 funding in our borough. This funding was abolished, and there was no means for us to be assimilated. Management, after union pressure, decided to create two mainstream posts to replace the five - one on the same grade, one on a lower grade. This resulted in three experienced black librarians losing their jobs and one having to go down a grade. We were marginalised to start with and this experience only served to show how discriminatory management were to black staff and services to ethnic minorities.

West Indian, Chartered, 25 years experience. North London
There was an incident as a college librarian when I was abused, harassed and just short of being physically assaulted by National Front students. I was terrified since I was alone at the site. Luckily a lecturer turned up in time.   It became a major issue in the East End of London College. The teachers' union NATFHE supported me and also the Anti-Nazi League. After many months of investigation my boss, the college librarian, informed me that these students were from the department where the assistant head of department was a leading light in the National Front. I got out of that job as quickly as I could, totally disillusioned and very hurt.

Nigerian Librarian, 12 years experience. North London
After taking out a grievance against my boss for not acting correctly according to the local authority's procedures in my case of racial harassment, it was found after further investigation that this manager, a number of years earlier, had been found guilty by Councillors of racial discrimination against another Black British woman librarian. Instead of being dismissed, the only recommendation was that he be debarred from promotion. What hope has the whole system got in overcoming racism when the rot starts from the top and even politicians are involved?

Chartered Nigerian Librarian and consultant, over 30 years experience.
After working in the public library system for many years, I succeeded in getting the post of branch manager over a white colleague. This colleague, who then became my deputy, was intent on not working with me, refused to do anything I asked and undermined me and ridiculed me to junior staff. I protested and sent a complaint to senior management who gave him a series of warnings. The situation did not improve. I felt this was racial harassment, a sackable offence. Eventually all management did was to transfer him to another branch. I have had no apology or investigation of the matter. I believe that if I, as a black man, were found harassing anyone I would be dismissed instantly. How can black professionals get into management and remain there when we are undermined like this?

Jamaican Chartered Librarian, 18 years experience. East London borough

In a general survey carried out by our local authority it was found that there were no blacks in senior management in the library service. I am not surprised. The reason given for this was lack of movement i.e. the senior tier were stuck in posts. I do not accept this reason, however. Whites have been moving in and out of top tier posts for the 15 years I have been there. Black chartered and experienced librarians have never been given a chance.

Chartered Black British Librarian, over 20 years experience. North London borough

I applied, and was interviewed, for the post of Head of Reference Services, a position that I had held in another London borough. I did not get the post but obviously expected it to be awarded to a superior candidate. The post was offered to a colleague, a white librarian on a lower grade with far less experience than me, who had never worked at that level required. When I asked why I had failed, the written reply was that I did not have an adequate knowledge of the literature. I responded demonstrating that I did, and that I felt that I was racially discriminated against. I took legal advice and was told that I did have a case and should approach the CRE. I did not proceed with this however. This matter has now been included as part of a general overall grievance of racial harassment against my manager. Obviously my black face does not fit.

Asian Library Staff from a London borough

In 1983 I joined a public library to work as an assistant. It has been a long and strenuous journey since then. Strenuous, because I found it difficult to come to terms with events taking place around me. I used to be filled with discontentment when I saw colleagues rising up to higher grades and power with the same qualification, skill and experience I have. I feel these colleagues had one qualification more than me, and that is they are 'white'.

The initial years of my career had been trying. A fresher like me from a foreign university used to be constantly reminded for not having enough background knowledge of British history. I couldn't understand why British history was so important for an assistant to know. In those days the job of an assistant only included stamping of books, shelving, noting messages from answer phone and checking reserve stock. A small section of Asian language books was introduced for which I did the transliteration. My line manager asked me to translate a few notices for the library from time to time - which later on became a part of my routine job. Years later, when I left this authority to work for some other borough council, I came to know that translation and transliteration are special tasks and an extra hourly fee is paid to the staff for carrying out such tasks. By the time I came to know of this I had already joined another local authority. I wonder if the line manager knew what he was asking me to do as I never received a penny for the job.

The new job was an assistant job where I felt too many people were interested to manage me. Each manager acted as a mini Hitler. I found myself under constant scrutiny under these mini Hitlers. Accountability,

liability, reporting to such and such person, and monitoring were common words.

At one point I was passed over for promotion but other managers ganged up to recommend their favourites. Just by the stroke of a pen they could damage anyone's way to promotion. This authority adopted an Equal Opportunities Policy in 1985. I couldn't see any difference with or without EOP, as not a single person has ever been recruited from the black or Asian community since 1985. This policy looks fine on paper but a proper way to implement it is absent. The mini Hitlers are very much everywhere.

- I have my own theory of putting things right:
- I call for greater emphasis on training for managers.
- They must demonstrate their sense of fairness towards black and Asian staff.
- Educate staff at all levels that everyone is equal.
- Equal Opportunity Policy 'is put into practice' (not merely a lip service)
- Managers in position must have 'listening ears' and are aware of 'staff care' (Staff are trained enough on customer care!).
- There should be an independent referral unit within the Department to deal with claims of race discrimination by staff.

Unless authorities give greater priority to the above issues, inequalities and discrimination will persist.

Comments of an Asian Librarian
The Library Association's statistical information on Ethnic Librarians - numbers and percentage - speaks volumes.

There can be no quality without equality. Asians have their own distinctive languages, culture, religion, history etc. like other ethnic groups. Token Asian librarians still, by and large, work very isolated without any support from the system.

Asian librarians with language skills are discriminated on the pay scale - no honorarium is paid for this unique skill they possess and are required to use.

Mainstreaming has made the system worse in service delivery. Research has shown that though library usage in particular libraries is mainly by Asians, there are no Asian library staff to serve them. Asian users do not get the efficient and effective service they deserve - because of their culture they do not demand. The LA should work closely with CRE to monitor and improve the environment for ethnic minorities. Similarly the Home Office should set up targets, policy etc.

When we plan to promote a specific service e.g. business information to the Asian community, the typical comments from colleagues and managers are "it would create more enquiries we may not be able to handle due to shortage of staff." What does this suggest?

These token Asian librarians work in isolation, are not members of library groups - they do not have any staff to work with or manage - without experience how can they progress? The management structure is such that Asian librarians can never be part of Management.

Asian Librarian of 32 years experience
Academic qualification; MA (Eng. Lit.)
Professional qualification: Bt. (3 years teaching experience)
ALA (Post-graduate Librarianship)

Joined London Borough Library 1966 - worked in Lending, Reference, Junior, A/V, Stock Department and Cataloguing Department till 1976.

In 1977 I was appointed Community Services Librarian under Section 11 on AP4. By 1985 I was responsible for African-Caribbean, Greek, Vietnamese and Chinese - it was ludicrous!

After much argument and frustration a Chinese, an African Caribbean and an Irish Librarian were appointed and in 1987 a Head of Multi-racial Library Services was appointed on PO2.

Unfortunately, by late 80s the Management had changed considerably for the worse - racist Managers were in post! As a result, within 2 years our job descriptions were changed 3 times. Not only that, to add insult to injury, we were demoted! All this happened to only our department - no other department was treated in this shabby manner.

To me it was 'institutional racism' at its worst - salami style, they were dumbing down the service. I protested to the Council, the local MP, the LA etc. but nobody lifted a finger to help the department. By 1992 the inevitable happened - the department was scrapped. If this is not ethnic cleansing I don't know what is. The LA Record, especially, should be ashamed of not mentioning a single line on this disaster (I was in contact with the LA throughout the dispute) amid exercising censorship in not publishing my article on the premise that it was libellous! What is the purpose of the LA & LA Record if not to publicise injustice and lend a helping hand to its members? It is a sad reflection that somebody had to die (McPherson Report) before 'institutional racism' was included in the agenda.

I took the Borough to the Industrial Tribunal - they chickened out before the hearing and settled. The pity is tax-payers money is being spent to retain racist and incompetent Managers. Institutionalised racism is still alive and kicking in many authorities today.

1993 - to date: working as Ethnic Services Librarian on SO1 (I was on this grade 20 years ago!) though doing the same job as before plus more!

Name me one 'white librarian' with my academic and professional qualifications and over 32 years of library service, still on SO1 grade!

Unless Local Authorities and the LA pick up the following challenge:

- Prime Minister's commitment of open Local Government and accountability.
- Home Secretary's commitment to eradicate 'institutionalised racism'
- The Warwick Report: Chief Librarians' commitment to honour the findings of the Warwick Report to me it is all hot air! It is incumbent on the Government and LA to 'name and shame' poor performing authorities if they really mean business and want the library scene (ethnic minorities) to change for the better in the 21st century.

What happened to equality?

" Ten years ago there were five black and ethnic minority social services directors out of the 120 departments in England and Wales at the time. However, at the beginning of the 21st century there is only one black social services director out of 180 departments since reorganisation, and this has been the case for the past few years. "

- Audrey Thompson, *Community Care* No. 1331 20-26 July 2000, p. 22-24

The Quality Leaders Project: *Conference Report*

John Vincent reports on the *Social Exclusion Action Planning Network/Quality Leaders Project Joint Conference 5 June 2000.*

Over 40 people attended the first Joint Conference of the Social Exclusion Action Planning Network and the Quality Leaders Project on 5 June 2000 at the London Voluntary Sector Resource Centre.

The afternoon session of the Conference was chaired and introduced by **John Pateman**, Head of Libraries and Heritage, London Borough of Merton. In welcoming delegates to the Quality Leaders Project [QLP], John said that the key threads for the afternoon were taking action and involving library authorities and their communities. In his authority, they had a very small budget, very few Black staff, yet some 20% of the population are Black - how can action be taken to correct this imbalance?

To give some context to the current work, John highlighted some previous missed opportunities and potential for future action:

- 1995 - the ASLIB report[24] ignored race (and, of course, pre-dated any talk of social exclusion);

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24 ASLIB. Review of the public library service in England and Wales – Final report for the Department of National heritage. ASLIB, 1995.

- 1998 - the Roach & Morrison report[25] was published, but with very little effect on public libraries' performance
- 2000 - the *Public Library Policy and Social Exclusion* report is to be launched on 10 July, and will be an opportunity for library authorities and staff to commit to change.

At the same time, there is now a range of guidance and direction which should assist library authorities in providing services to tackle social exclusion effectively. These include the CRE Standards[26] and the McPherson Report[27]. Tackling social exclusion is a national policy priority, monitored through Annual Library Plans, and being developed by DCMS via *Libraries for all*[28] and the public library standards[29]. In addition, the four 'C's of Best Value can also be used to develop relevant services to the local socially excluded communities.

John suggested that library authorities and individuals considered joining the Social Exclusion Action Planning Network, as a key way of becoming part of this development of relevant services; and that library authorities also committed themselves to the QLP.

Shiraz Durrani, Strategy and Commissioning Officer, London Borough of Merton then briefly looked at some of the elements of racial exclusion (covered in greater depth in his paper[30]) and how these had led to the establishing of the QLP. He spoke about the urgent need to "move the centre" (as Ngugi wa Thiong'o puts it), to correct the imbalance of the past 400-500 years, and emphasised that attempts to change society here had led to further problems - for example, the idea of mainstreaming services to Black people had led instead to the strengthening of a "white mainstream", and attempts at changing funding, such as the introduction of Section 11 funding had marginalised Black staff and services to Black communities. Finally, there was the mystery of the "missing Black librarians": there has been a number of training initiatives aimed at Black staff, yet where, today, are all the Black librarians who supposedly went through these courses?

There is an urgent need for change, and the responsibility for seeing this through rests firmly with elected members and with managers; there needs to be a commitment to these changes, a need for social justice, a need for Black library workers' voices to be heard.

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25 Patrick Roach and Marlene Morrison. Public libraries, ethnic diversity and citizenship. University of Warwick, 1998 (British Library Research and Innovation Report 76).
26 Commission for Racial Equality. Racial equality means quality: a standard for racial equality for local government in England and Wales. CRE, 1995.
27 Stephen Lawrence Inquiry: report of an inquiry by Sir William Macpherson of Cluny. [Cm 4252-1] The Home Office, 1999.
28 DCMS. Libraries for all: social inclusion in public libraries; policy guidance for local authorities in England. DCMS, 1999.
29 DCMS. Comprehensive and efficient: Standards for modern public libraries. A consultation paper. DCMS, 2000.
30 Struggle against racial exclusion in libraries (2000)

The QLP starts with the needs of the community, and, in working to meet these needs, Black library workers are trained and developed.

Paul Joyce, Director, Management Research Centre, University of North London, then introduced the QLP research project. He said, as background, that the Management Research Centre looks at public sector innovation; another piece of work in which they have been involved has shown that, consistently, despite successes in education, Black people end up in poorer jobs than their white counterparts. It was clear that there were still major inequalities with regard to employment and training, despite some progress in the 1980s in Black staff's getting access to management programmes. Some authorities' policies clearly worked - by 1990/91, there were more Black people in posts in local authorities, but they were bunched in the lower grades. Progress into higher-level posts was very slow.

The crucial questions to look at now are: should we be paying attention to who is getting value from our services? Or employment in providing those services? Or both?

In the past, we have tried to work though employment (recruitment/training, etc), but this has not worked. In addition, in a Best Value climate, the emphasis has to be on assessing and meeting the needs of the local community; therefore, we need to turn round this model, and look at simultaneously serving the whole community and confronting the necessity for new skills and values for public library workers.

The QLP research took place between December 1999 and March 2000; interviews were carried out in three library authorities - Birmingham, Bradford and Merton - with a small sample of Black users and potential users, librarians and senior managers. The library users/potential users were asked to raise unmet needs and problems which were then presented to librarians and senior managers.

The most noticeable result of this piece of work was that everyone had a sense of what the problems were, but little was given in terms of solutions. Librarians and senior managers also often felt that they knew what the problems and solutions were, but, in practice, they often missed the key issues.

The four major issues identified by the research were:

> 1. problems with the materials stocked and events: many library materials in stock were not relevant (for example an emphasis on stocking Black lifestyle material from the US rather than from the UK), 'top 10' music rather than a wider range; and there was a need for a more dynamic relationship with the Black community to ensure that events are relevant;
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> 2. consultation: there did not seem to be much consultation with the community going on, consultation needs to get beyond the official community organisations to 'ordinary' users (otherwise there is a danger that the library will lack real knowledge of the community and what is required), there was a lack of trust by the community (which

linked into the pessimism expressed by staff), and there was "consultation fatigue" amongst many key community groups and individuals;

3. there are limited opportunities in libraries for Black library workers.

4. the treatment of service users by the staff (although many of the Black people interviewed saw this as a problem for everyone, not just how Black people were treated).

Dean Bartlett, Deputy Director, Management Research Centre, University of North London, then looked at what UNL's involvement in the QLP might be. He said that the QLP was rooted in action, and that the outcome of the QLP needs to be very effective: to achieve this, it needs to be evaluated thoroughly, and this is where UNL came in. The evaluation of the QLP would involve:

1. an assessment of how far the needs of under-represented groups were met;

2. evaluation of what training is, and what is needed for Black library workers (this is not necessarily similar to the training required by the usual management development programmes);

3. an evaluation of the QLP within the context of Best Value (looking, for example, at the robustness of any Best Value indicators).

Paul Joyce concluded by asking if Best Value was a burden or an opportunity - if we are to develop services within the Best Value framework, then everyone should be getting value. Best Value can help you mainstream your efforts - for example, try to get your indicators included in the authority's Best Value Plan.

Finally, he asked if the QLP was feasible - there is enough evidence to show that there are some serious issues which have been overlooked, and that library services can tackle them: what is needed now is management commitment.

In the questions session that followed, there were firstly some **general points**:

1. as Black staff rise up the systems, they experience greater isolation

2. many Black staff find themselves in dead-ends, leading to disillusionment (and possibly therefore poorer services)

3. the system needs to be changed to allow for greater positive action

4. targets should be set and monitored

5. no one should forget the extent to which discrimination plays its part.

These were followed by specific **Questions about the QLP**:

1. will it involve setting quotas of Black staff? No.

2. timescales for Stages 2 and 3 of the Project: Stage 2 will last about 6 months, and will involve the preparation of the team to carry out the Project. Stage 3 was expected to last about 18 months, and would be the implementation of the Project.

3. funding: not likely from the Home Office, so Shiraz is pursuing other sources. In addition, participating authorities would be asked to contribute towards the costs (obviously, the more authorities that became involved, the lower the costs for each would become).
4. six authorities have expressed interest so far: Birmingham, Bradford, Coventry, Kensington & Chelsea, Merton, Sutton.
5. Birmingham staff thought that the QLP was an invaluable piece of practical research which is accessible and different - by its very nature, the QLP will ensure that issues are moved on. There were concerns that, as a Project, it would become time-limited, but we would need to find ways of moving it all on: being part of a national Project gave it status.
6. what kind of project could the QLP include? Starting with the research report, there are lots of ideas around stock and service development.

The way forward
1. the 6-months development project would be led by libraries with support from UNL via evaluation, therefore commitment at this stage by elected members and senior managers is vital.
2. an Advisory Group was being set up: the Head of Service and/or senior managers needed to be involved in this to give their commitment to the QLP. The Advisory Group would decide the success factors for evaluating the 6-months projects.
3. participating authorities would need to commit:
   - support from elected Members and Heads of Service
   - resources to create the part-time Project team
   - a 6-month part-time secondment for a Black library worker to head the team
   - mentoring of the team leader by the 'sponsor' (the Head/Assistant Head of Service)
   - contributions to cover the cost of the project

4. participating authorities would develop local performance indicators, within a Best Value context, for assessing services for the Black community
5. a Website for the QLP is being created
6. the Advisory Group will meet on 20 July, with the aim of starting the first round of QLP 6-months projects in September 2000.

- John Vincent, Social Exclusion Action Planning Network

Beckford, H [31] *Knowing my Place*

My experience of institutional racism is summed up in the phrase "knowing my place". The practice of this ethos is covert, it is an unspoken and unwritten policy that no one who can appreciate its magnitude would underestimate. Mrs Lawrence had challenged an institutional wrong accepted by society, and

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[31] Islington Libraries

done so successfully, unfortunately her achievement is met with grudging regard, which itself reflects the intolerance.

Where she has dared to defy the pillars of a sophisticated racially biased society, I quail from my employer.
The mechanisms designed to protect black and Asian people at work - the complaints procedures' or equal opportunities - do not work, the often quoted statistic of only three non white librarians earning more than £27,000 a year is proof that either black and Asian staff are inferior or, proof that we are defenseless.

The politics of race since the Macpherson Report challenges employers to desist in this practice, but despite often sincere intentions, few employers will change the habit of a lifetime and make themselves exceptions to the custom unless compelled. Dexterous and sensitive policies like equal opportunities, have produced token gestures held up as proof that everyone is treated "the same". Unfortunately this has translated into the practice of using English values as the criteria that demonstrates fitness. Many of us find ourselves in two minds, of wanting to make progress, or subscribing to a criteria that inherently excludes racial differences. The experiences of the Lawrence family proves that beneath the politics of gesture the status quo is maintained.

For many years my employer has explained that the reason for not recognising an academic qualification when deciding on a suitable candidate for vacant post, is because traditionally black and Asian staff were overlooked when having the skills, but lacking formal qualification, thus I now work in an environment that promotes white staff with or without a qualification, but excludes black and Asian staff with a library degree. For me, this is the essence of the racial bias peculiar to Britain, it was shown graphically in the Lawrence case, with peace officers proclaiming their impartiality, but routinely working against the family, and giving succour to white superiority.

The existing climate that I work in is a tinderbox for the promotion of racial bias, this culture sends out a message of disparity that both black and white understand. At best, its effect on white staff is to produce acquiescence or unwitting collusion, for black and Asian staff, the scar of disillusion may never fade, in any event its difficult to imagine being unaffected.

Christopher Merrett [32] *Bring on the thought police: freedom of expression and the press in South Africa*

During the long, hard years of apartheid the South African government had a quick and easy recipe for dealing with public dissent: it was denounced as communist; or, if particularly challenging, as liberal. After the honeymoon period of negotiation and the five-year term of the first democratically elected government, and under the presidency of Thabo Mbeki, old habits have

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[32] University of Natal, Pietermaritzburg

returned. Criticism of the ANC-led government and the new black elite is denounced as racist - or liberal. In a sense South Africa has come full circle and the recent Human Rights Commission (HRC) hearings into racism in the media are eerily reminiscent of the Steyn Commission into the Mass Media of the early 1980s which was designed to instill a sense of 'patriotism' based on 'facts' which would serve the white national interest.

It all started in 1997 when the *Sowetan* accused the media of 'subliminal racism'. This was a handy device because it spared the accusers the bother of identifying and initiating legal proceedings against specific examples of racism in the media as allowed by law. Barney Pityana, chair of the HRC, accused the media of a 'neo-colonialist conservative liberal agenda' which was killing the integrity of Africans and negating their mind set and excellence by abusing the limits of press freedom. This ludicrous diatribe later led to HRC objections to a *Mail & Guardian (M&G)* headline that read "African war virus spreads to Caprivi"; and the idea that blacks themselves could not be guilty of racism.

The nub of the problem seems to have been the investigative skills of the South African press honed in the anti-apartheid struggle which have now been focussed on the less savoury aspects of the new order. South Africa's best newspaper, *The Mail & Guardian*, has in particular led the charge identifying and exposing numerous cases of corruption, nepotism, incompetence and neglect in government and in the professions. Most of those fingered were black, not surprisingly in a country 85% of whose denizens are so pigmented (the actual ratio was 14 black to four white). Particularly incensed by the vitality of investigative journalism were two organisations, the Black Lawyers Association and the Association of Black Accountants, which as their names clearly imply are racially exclusive. They denounced *The M & G* and *Sunday Times* as hotbeds of subliminal racism to the HRC which eagerly grasped the complaint, presumably relieved that it did not have to confront some of the country's real human rights problems such as the totally inadequate level of social welfare, callous disregard of the AIDS epidemic, collapse of the judicial system, criminal activity in the police and prisons services and gross incompetence in the educational sector which are of course the direct responsibility of the government. The entire media, it was decided, would be investigated for racists who up to now had apparently been elusive and cunning enough to escape detection.

The HRC already had an unsavoury reputation as an organisation with formidable and ominous search, seizure and quasi judicial powers that made it a potentially dangerous force in South African society. The Commission contained a number of functionaries of the previous regime whose human rights credentials were laughable and whose appointments were an insult to those who participated in the anti-apartheid struggle. One brave man who pointed this out in 1996, and named worthy characters who should have been appointed to the HRC instead, was vilified as a racist and abused on national television. His main offence, it would appear, was to impair the dignity of President Nelson Mandela by questioning the membership of a commission appointed by him, a reaction redolent of the worst sort of banana republic.

Apart from being called a racist for criticising the appointment of a white right winger to the HRC at the expense of a respected human rights lawyer, Dennis Davis was also smeared as a - liberal, the favoured term of abuse for authoritarians of all stripes. The writing was clearly etched on the wall. Black critics were called unpatriotic and the white, racist; and the level of public debate declined dramatically.

The danger posed by the HRC's Commission on Racism in the Media was, in Steven Friedman's words, that of "playing to their galleries and silencing critics". [33] Many editors declined the invitation to participate in a circus whose foundations were based on wildly sweeping accusations devoid of empirical evidence backed by an investigation written up by one Claudia Braude which was widely condemned as unworthy of a poor undergraduate student. So the HRC issued subpoenas to force the editors before the tribunal with a strong possibility that some of them would end up in gaol. Even the apartheid regime had baulked at such muscular methods of intimidating its critics in the press although it did detain Zwelakhe Sisulu, editor of *New Nation* and other journalists, white and black, during the Emergencies of 1985 to 1990.

South Africa's international reputation nose-dived and a few of the old South African human rights warhorses began to sharpen their pencils again. The redoubtable Sheena Duncan of Black Sash resigned from a fund-raising role with the HRC for its violation of the right to freedom of expression, remembering the National Party's long trail of intimidation, commissions of enquiry, persecution and repressive legislation. A former commissioner, Rhoda Kadalie, called on Parliament to censure the HRC for bringing the country into disrepute. But five black editors agreed to attend the HRC hearing whether or not the subpoenas were withdrawn. In the event the HRC climbed down, revoked the subpoenas and adopted a more conciliatory stand.

South Africa faces a severe threat to its press freedom, all the more so because during this recent furore very few voices outside the media itself were raised in its defence. The aura of a witch hunt in an atmosphere of increasing authoritarianism and intolerance of dissent is potent encouragement to keep one's head down. Significantly, in an address at University of Cape Town, the departing Vice-Chancellor, Mamphela Ramphele, asked about the whereabouts of all the academics and members of NGOs who had fearlessly criticised the previous regime for its infringement of human rights ; a question echoed by Kadalie when she reported the HRC's "attempt to prescribe to the press what they should be thinking and writing" [34].

The honeymoon is over. There is a strong sense of deja vu abroad in South African civil society with fears of a return to authoritarianism and the vendettas that accompany the paranoia of political correctness. The example of our northern neighbour, Zimbabwe, an unravelling state in which those in the independent press who have the courage to tell the truth are charged with criminal offences, detained without trial and in some cases tortured, is an

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33. Friedman, S. Racism under scrutiny. Mail and Guardian 16(8) 25 February 2000: 35.
34 Kadalie, R. Defy Barney's though police. Mail & Guardian 16(7) 18 February 2000: 31.

awful warning. The most alarming feature of this situation is the silence of most of South Africa's supposedly resilient civil society. The fear is that too many of those who courageously opposed the apartheid government have been compromised by the advent of a democratically elected administration and have abandoned their principles. As Howard Barrell puts it so well, "when institutional power is wielded to secure virtue, rather than take action against specified, ascertainable offences, tyranny may not be far behind." [35]

It was widely (and accurately) expected that the immediate post-apartheid period would be one of unprecedented freedom in South African society that would later return to more familiar characteristics. Just one year into the Mbeki regime and that expectation is already being justified. The main beneficiaries of the new order comprise a very narrow segment of society, the black bourgeoisie. Large parts of it are incompetent and corrupt and heavily influenced by Africanist ideology. The ambitions of this class require an unquestioning adherence to a party line, about which any scepticism is regarded as racist or unpatriotic, and a tame press. It is openly acknowledged from within the ANC that the range of views and debate that characterised its broad church in the mid 1990s is a thing of the past and that there is now little room for dissent. Unless the fragmented political opposition comes to some form of understanding, South Africa will increasingly become a de facto one-party state and this realisation makes a free press all the more essential.

The signs are not encouraging. The *eminence grise* of black journalism, Thami Mazwai, has put forward the view that editorial independence should be subordinated to that nebulous concept, the 'national interest'. [36] There is a growing tendency in the corridors of power to assume that this is indistinguishable from the interests of government and in particular the ANC. A new patriotism is being invoked, that is just as unacceptable as the old apartheid version, in the name of transformation, reconstruction and development. It contains within it dangerous portents for the information system of South Africa and freedom of expression.

John Vincent: *Meeting information needs for 1992 and beyond*

> *This is an edited version of the talk given at the Community Services Group Conference, "Librarians for Cultural Diversity", part of "Under One UmbrelLA", Leeds 6 July 1991. The points raised by John are as relevant today as they were when in 1991 - Editor.*

In fact, I am not going to talk specifically about "1992 and beyond"! I was given a wide brief, and I intend to examine a range of issues relating to libraries and the black community.

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35. Barrell, H. A triumph of reason. Mail & Guardian 16(9) 3 March 2000: 27.

36. Natal Witness 24 November 1999.

To begin with, it is important to state why it is that I agreed to talk. All too often at conferences, contributors speak on behalf of other people, and I think it is vital to establish why, as a white man, I feel that I have a right to address you on these topics.

I was very pleased to be asked to speak, and agreed to do so for a number of reasons. Firstly, it is the role of all library workers to deal with issues around racism and services for the black community. Secondly, as a senior manager, it is part of my responsibility to ensure that the services we provide are relevant to the black community and to deal with issues such as racism. Thirdly, on a personal note, I also belong to a community that is currently under attack: as a gay man, I too suffer discrimination - for example, all of you will have heard of "Clause 28", and, whilst it has not had too dramatic an effect on services across London, it is being used by authorities elsewhere to stop theatre performances, funding of lesbian and gay groups, and so on. I too, though to a much lesser extent than my black brothers and sisters, run a constant risk of harassment and attack on the streets, and it is these sorts of issues that all library workers need to be aware of.

Whilst I have lived and worked in the Brixton area for the last 17 years, I am not intending to concentrate on Lambeth as a library service, though I may well draw on some examples from our work.

What I aim to do in my session is to set libraries in something of their social context. then look briefly at what they have achieved, and, finally, to pull this together with some pointers relating to "1992" as a kind of agenda for future action.

Within the time allotted for this talk, I can do no more than scratch the surface of the issues facing the black community in Britain today, but I hope that this will, at least, set the scene for what libraries urgently need to attempt to do. The most major issue is, of course, racism. If any of you regularly see the magazine *Searchlight* you will have noted the reports of horrendous increases in racist violence in the UK, and also the upsurge of racism across Europe, in Germany, for example.

As another small example, I have recently returned from a short stay in Exeter, and was horrified to see BNP paper-sellers on the High Street with a Union Jack as a back-drop. In my view, the situation of the black - and other - communities is worsening; despite glowing articles, such as a recent one in *The Observer*, about the growth of wealth amongst the black community, as you will realise, this is affecting only a small proportion, and, as elsewhere, the rich are getting richer, and the poor poorer. John Major's recent pronouncement about strengthening the exam,system (despite his apparent inability to be successful at them!) and the whole idea of introducing further testing in schools must surely disadvantage the black community and people whose community language is not English even further, unless it can be proven that these tests are without cultural bias. The National Curriculum's apparent ideal of teaching "proper" (in their terms, British) history rather than multicultural and world history again shows the view that is held of the needs

of children in school. Nandini Mane, in the previous session, has highlighted the effects that racism in children's resources can have. There are, of course, many other issues - employment, immigration, and so on - but time does not allow me to deal with these here.

So, what about the role of libraries? And, will there actually be any public libraries after 1992 anyway?

Whilst there is undoubtedly a number of exciting and worthwhile initiatives being carried out by library authorities and individual librarians throughout the country, nevertheless, I would argue that, for many people, libraries are still marginal. Why is this?

The key issue is that, still, libraries are not really part of the community which they serve. The apocryphal story of the Reference Library writing out to local groups to ask if they are out there is, unfortunately, still true. I have been arguing for years that libraries should adopt a "community librarianship" approach, yet only a handful has actually taken this on board. AS our worth is not recognised, so we become easy targets for cuts, and you will all know of the grave situation facing a number of local authorities, the most prominent of which is Derbyshire.

I welcome the recent spate of press articles about libraries, such as those by Michael Ignatieff and Richard Hoggart, but, as well as highlighting our plight, they also show that, in many cases, we have lost our way. Whilst I do not consider myself to be a Luddite, nevertheless I am increasingly concerned by the attention that is given to topics which are, or should be, marginal rather than central. For example, reading the librarianship press, one sees very little to do with service provision to the community; rather, it is full of articles about computerisation, performance indicators, customer care, and marketing. Not that I am against any of these: however, had we been pursuing a proper "community librarianship" approach, then, for example, marketing (which always sounds like my trying to sell you something that you don't really want!) would not be necessary, and customer care would be a natural part of the services we provide.

This press attention shows the confusion we all face as to what our role should be, and that, simply, is to provide a relevant service to the whole community, but, especially, to target those with the greatest need.

We are also about to face renewed attempts to introduce charges: you will no doubt have seen that the Government has set up an investigation into the potential for charging (an issue which some parts of the press have already focused on), and some library authorities have already, in my view, fallen into the trap by introducing charges for all sorts of services. We thought we had seen the back of the "Green Paper", but it is returning in another guise!

The final area where, it seems to me, libraries are failing is in their adoption and development of Equal Opportunity Policies. I was extremely dismayed, when recently taking part in a debate at the Library Association on

qualifications, to be accused by a librarian in the audience of peddling left-wing, trendy rubbish when I mentioned Equal Opportunity Policies. This is appalling, and, though but one example, shows the attitude that is still prevalent in librarianship.

I want to go on to look at what libraries ought to be doing, but, before that, wish to look briefly at what progress libraries generally have made in Equal Opportunity Policy terms, and, in particular, in providing services for the black community. I was present at the launch of the Library Association's review of services to the black community in 1978[37], and, whilst this was late in terms of what libraries should have been doing, was, nevertheless, a welcome attempt to review the then provision and to set a small agenda for future development. Having just relooked at this, before coming to give this talk, I noted how little has really happened to change Clough and Quarmby's findings.

Are library services for the black community (and other groups) really an integral part of our provision, or are they still marginal? In the way that such services are provided by many library authorities, there can be little doubt that they are marginal. Funding is often provided in the form of separate, discrete projects, and the obvious danger of this is that separate funding of this sort is very easily identified, and therefore can be equally easily cut. Often service development relies on the work of one librarian, rather than being taken on by the whole service as part of its overall mainstream provision, and, when s/he leaves, the work stops.

Rather than funding staff from mainstream budgets, many library authorities have relied on Section 11 funds, and, as you know, the basis on which these are provided by the Government is about to alter; as a result, many of our black colleagues are facing possible job loss and uncertainty about the future of their services. All too often, it is the case that the major part of the service provision for the black community falls to the "Ethnic Minority" or "Community" (or some other euphemism) librarian, and s/he is expected to purchase, catalogue and exploit the total range of library resources - this is certainly marginalisation! In addition, some library authorities employ as library assistants, paying them some meagre salary, people with particular, needed language skills, and then expect them to carry out the full range of librarian work - this is an appalling example of exploitation.

This brings us to another issue which is of considerable importance - that of training and qualifications. Many librarians are simply unaware of the issues which face the black community, for example, and it is essential that library authorities undertake full and proper training of their staff. In Lambeth, we operate a 6-month training programme for new librarians, including issues such as stock selection within an Equal Opportunity setting, and examining matters such as racism, sexism, heterosexism and disability. We have also taken the step, since 1986, of recruiting librarians with or without librarianship qualifications. This, it must be stressed, is not a lowering of standards, but a

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37 Eric Clough and Jacqueline Quarmby A public library service for ethnic minorities in Great Britain. Library Association, 1978.

recognition of the need to recruit as wide a range of people as possible to librarian posts, in order to reflect and serve the local community. This move has been very successful.

Nandini Mane has expertly shown some of the ways in which we should be considering stock selection, and, given the time, I will not go into this in any depth here, merely to say that, still, all too many libraries appear to adopt the curious "we will buy anything" approach, rather than targeting and prioritising their stock selection, and drawing up stock selection guidelines. Very few libraries actually turn down items requested, on the grounds, for example, that they are racist, or use their influence to raise issues of this kind with publishers, writers and booksellers.

What, then, should librarians be doing?

Whilst there is still, hopefully, time to effect things, I would argue for a radical redefinition of the role of libraries. It is essential, before it is too late, that we argue for the retention of free services and oppose the reductions in our services. To do this, we need to adopt a proper "community librarianship" approach, where we are an integral part of the communities we serve, and where libraries are seen only as the important agencies that they undoubtedly are. Only by demonstrating our value to society in this way will we stand a chance of getting some of the resources we deserve. We need to recognise and take on board the issues facing sections of our community, such as black people, and, in preparation for 1992 (and here I am going to, at last, deal with the title of my talk!) gear up for tackling racism, look urgently at our community language provision, draw up and operate stock selection policies within a broad Equal Opportunity Policy framework, and relook at our entire approach to training and qualifications.

Libraries are important, and we must fight for their continuation and development, otherwise we may no longer exist.

Book Review: *Ayub Khan[38] reviews* **Reese & Hawkins**

Gregory L Reese & Ernestine L Hawkins *Stop Talking Start Doing! Attracting People of Color to the Library Profession* 1999, American Library Association, £23.95, ISBN 0-8389-0762-8

This important publication is a practical guide to finding, nurturing and retaining an ethnically diverse workforce for library services in the United States. However this publication has relevance to other counties, which face a similar challenge to ensure that the workforce more accurately reflects the community they serve. This book demonstrates the importance of having strategies to attract an ethnically diverse workforce within the profession and recognizes the difficulties the profession faces to ensure that this happens.

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[38] Birmingham Libraries

This work provides recommended strategies that will ensure issues in relation to cultural diversity are explored in organizational policy and decision-making.

The authors provide information on the following topics to attract, recruit and mentor black and minority in to the profession this includes:

- Marketing strategies geared to the perspectives of minorities and young people with case study material;
- Practical methods for mentoring minorities and guidelines on the role of library schools in minority recruitment.

The text deals with case study material from library districts throughout the United States and a perspective from the American Library Association.

This book has a number of contributors who are well respected in the field and those that have direct experience of issues around race, equality and the library profession. This publication is packed with useful fact and hints that can be applied in other library settings and looks at the practical. It also contains a full index and comprehensive bibliographies for further reading.

Minority Ethnic issues in social exclusion - Merton responds

> SEU: Minority Ethnic issues in social exclusion and neighbourhood renewal; a guide to the work of the Social Exclusion Unit and the Policy Action Teams so far. London:2000.

SEU has done very well in addressing Black issues in a comprehensive and "mainstreamed" way. The Guide shows the wide range of issues that have been considered and action planned. Obviously, having a large number of Black and other participants at planning seminars has helped to give the policies and action plan a great qualitative leap from previous attempts.

The points below are meant to strengthen future action.

1. Mainstreaming: There is an obvious need to mainstream Black issues and the SEU approach in incorporating these in all it work is commendable. However, there is a danger in this approach in that the focus on Black rights and the urgent need to eliminating racism and discrimination may be lost. What is needed is a "standing on two legs" approach. While mainstreaming Black issues, there is a need at the same time to have mechanism that address it in a specialised, particular way. Some recommendations given below provide this approach.

2. The action being proposed is, of necessity, reactive as it is addresses well entrenched racial discrimination in society. It is therefore easy to miss out many proactive policies and action that need to be started at the same time. Some suggestions are given below. At the same time, a wider consultation on proactive action needs to be undertaken as stage 2 of this exercise.

. 3. The scope of the areas covered in the PAT reports (and hence in the Guide) need to be widened to include several areas that are at present included only by implication or extension to the main areas covered. We am particularly concerned to include library and information sector which can play a crucial role in the lives of Black communities but does not do so for various reasons. If such areas are not specifically covered in the work of SEU, there is a danger that local authorities and other service providers may also not give them sufficient weight.

4. There have been a number of recommendations, research and consultation reports on public libraries in recent years. These documents need to inform the work of SEU.

5. There are a number of urgently needed initiatives that need support and promotion. SEU can play an important role in sponsoring such projects. These include the Quality Leaders Project as well as those listed in Appendix 8.

LINK/ISC Conference: "Combating racism"

The next joint LINK/ISC Conference will be held on Saturday, October 28, 2000 in London. Keynote speaker will be **Bob McKee, Chief Executive, Library Association**. Further details and contributions: Gill Harris at: LINK, LINK, 64 Ennersdale Road, London SE13 5JD. E-mail link.up@talk21.com

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Benefit of ISC subscription

All subscribers will receive a copy Shiraz Durrani: *Struggle against racial exclusion in libraries; A fight for the rights of the people.* Public Library Policy and Social Exclusion. Working Paper No. 13 (May, 2000). Send your comments on this paper to the editor of *Information for Social Change.*

Public Library Policy & Social Exclusion Project working papers
1. Theories of poverty and social exclusion (Dave Muddiman)
2. Public libraries and social exclusion - the historical legacy (Dave Muddiman)
3. Public libraries and social class (John Pateman)
4. Literacy, social exclusion and the public library (John Vincent)
5. Lesbians, bisexuals, gay men and transgendered people (John Vincent)
6. Returning a stare; people's struggles for political and social inclusion (Social exclusion; an international perspective, Part 1) (Shiraz Durrani)
7. The state, communities and public libraries: their role in tackling social exclusion (Social exclusion; an international perspective, Part 2) (John Pateman)
8. Public libraries, children and young people and social exclusion (John Vincent)
9. Images of exclusion: User and community perspectives of the public library (Dave Muddiman)
10. Central and local government policies and social exclusion (Martin Dutch)
11. Public libraries, disability and social exclusion (Rebecca Linley)
12. Women, social exclusion and the public library (John Vincent and Rebecca Linley)
13. Struggle against racial exclusion in public libraries; A fight for the rights of the people (Shiraz Durrani)
14. Political Correctness (John Vincent)
15. Information and communication technologies, social exclusion and the public library (Martin Dutch and Dave Muddiman)
16. Public libraries, older people and social exclusion (Rebecca Linley)

Keep on reading...

- *Link-up; the newsletter of LINK: A network for North-South library Development.* 64 Ennersdale Road, London SE13 5JD UK. Link.up@talk21.com
- *Morning Star; daily paper of the left.* People's Printing Society Ltd. Cape House, First Floor, 787 Commercial Road, London E14 7HG. http://www.poptel.org.uk/morning-star/
- *Philosophy and Social Action; Interdisciplinary-International Quarterly of concerned philosophers for social action.* Editor: Dhirendra Sharma, "Nirmal-Nilay", Dehradun 248 009 Uttarakhand, India. ebd@vsnl.com
- *Progressive Librarian; a journal for critical studies & progressive policies in librarianship.* Progressive Librarians Guild, P.O.Box 2203, Times Square Station, New York NY 10108, USA. http://www.libr.org/PL
- *Race & Class.* Institute of Race Relations. Editora: A. Sivanandan and Hazel Waters. Sage Publications Ltd, 6 Bonhill Street, London EC2A 4PU.
- *Wasafiri; the indispensable journal of contemporary African, Asian, Black British and Caribbean literature.* http://www.qmw.ac.uk/~english/publications/Wasafiri.html

Information for Social Change
Information for Social Change is an activist organisation that examines issues of censorship, freedom and ethics amongst library and information workers. It is committed to promoting alternatives to the dominant paradigms of library and information work and publishes its own journal *Information for Social Change*.

The ways by which information is controlled and mediated has a serious influence on the ways people think, how they communicate, what they believe is "the real world", what the limits of permissible are. This applies equally to information that comes through the channels of the mass media, through our bookshops or through our libraries.

Of course, free and equal access to information is a myth throughout the world, although different situations pertain in different countries. Control is more explicit and cruder in some places, more "sophisticated" and more invisible elsewhere (for example in Britain). One of the aims of Information for Social Change is to document those situations.

But we want to go further than that, documenting also the alternatives to this control, the radical and progressive channels by which truly unfettered, unmediated ideas may circulate. And further still : to encourage information workers to come together, to share ideas, to foster these alternatives - whether we are publishers, librarians, booksellers, communications workers or distributors. Whoever you are, if you are in sympathy with us, join us.

Statement of Aims
- To address issues of freedom of information and censorship as they affect library and information work
- To promote alternatives to mainstream library and information provision
- To provide a forum for the exchange of radical views on library and information issues
- To debate ethics and freedom with the library and information professions
- To challenge the dominant paradigms of library and information work
- To network with and support other progressive library and information organisations

Activities
As well as publishing "Information for Social Change" twice a year, we also organise seminars and conferences with other progressive organisations such as LINK - a Network for North South Library Development. Conference themes have included :

- Better Read than Dead : libraries in China, Cuba, People's Korea and Vietnam
- People Without Places : the information needs of refugees and asylum seekers
- Libraries and Social and Political Exclusion : an international perspective

The proceedings of these conferences were subsequently published and are available from the editorial address.
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Getting involved
Do you want to contribute to Information for Social Change ? Please indicate your areas of interest :
- writing articles for the journal
- reviewing publications
- supplying news items
- networking
- join the editorial board
- organise conferences and events

Checklist for eliminating social exclusion

Documents	Know about it	Seen	Read	Staff consulted	Community consulted	Implemented	Successful?
Annual Library Plan social exclusion requirements							
Best Value							
CRE A *Standard for racial equality for local govt.*							
DCMS *Comprehensive and efficient - Standards*							
Libraries for all							
Libraries: the essence of inclusion (LIC)							
Open to All?							
Parl. CMS Committee *Public Libraries (2000)*							
Public Library Policy & Social Exclusion Working Papers							
Roach & Morrison *Public libraries, ethnic diversity*							
SEU *Minority Ethnic Issues in Social Exclusion*							
SEU Reports & Policy Action Team Reports							
Stephen Lawrence Inquiry Report							
Action	**Considered**	**Agree**		**Staff consulted**	**Community consulted**	**Implemented**	**Successful?**
Black Workers Group							
Community consultation strategy/practice							
Community needs profiles							
(1) Disabled people; (2) Elderly							
Equality Action Plan							
Lesbian. gay men & transgendered people							
Mediafund allocation for excluded groups							
Outreach activities							
Performance Indicators (equalities & social exclusion)							
Policy initiatives in social exclusion							
Quality Leaders Project (Joined?)							
Race issues addressed							
Refugees							
Social Exclusion Action Planning Network (Joined?)							

Staff dedicated to eliminating social exclusion							
Training programmes in social exclusion							
Travellers							
Women							
(1) Working class; (2) unemployed; (3) homeless							
Young people's outreach activities							